

ENROLLEE STANDARD APPEALS PROCESS FOR SPECIAL NEEDS PLANS

SNP Organization/Initial Determinations

14-calendar-day time limit with a possible 14-calendar-day extension

Initial request for a service that is covered under both programs is denied. SNP sends enrollee a notice explaining the denial and describing the integrated appeals process.



60 days to file

SNP Reconsideration

First Appeal Level

Pre-Service: 30-day time limit

Plan sends all fully or partially unfavorable decisions forward

MEDICARE



MEDICAID



Automatic IRE review

Pre Service: 30-day time limit
Payment: 60-day time limit

Automatic State Fair Hearing

90-day time limit subtracting the time the plan took reconsidering the determination

Second Appeal Level



(From this point in the process, revert back to the non-integrated appeals processes because the statute requires enrollees to request an Administrative Law Judge hearing)

